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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE AUG -3 PM 4:43

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: US Patent and Trademark Office of Finance Refund Section, 2011 Crystal Drive, Suite 301, Arlington, VA 22202 July 28, 2004.

By


Paul J. Kroon, Jr.
Registration No. 51,902

Attorney for Applicant(s)

REFUND REQUEST

Commissioner of Patents
Arlington, VA, 22202

Sir:

Applicant respectfully requests a refund in the amount of \$440.00 as explained in greater detail hereinbelow.

On June 11, 2004, check number 13322 was mailed in the amount of \$440.00 for specifically \$385.00 for the RCE fee and \$55.00 for a one month extension of time. A copy of the cancelled check is enclosed along with the letter of transmittal. On June 30, 2004, a charge was made to Deposit Account No. 02-3285 in the amount of \$385.00 for the RCE fee and \$55.00 for the Extension

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In re: Gene W. Lee
Filed: December 2, 1998
Serial No.: 09/203,965
Page 2

within 1 month. See the enclosed Deposit Account Statement.
Accordingly, Applicant requests a refund in the amount of \$440.00
for fees incorrectly charged to Deposit Account No. 02-3285.

Respectfully submitted,

Gene W. Lee et al

By 

Paul J. Kroon, Jr.
Registration No. 51,902
Attorney for Applicant(s)

BOURQUE & ASSOCIATES, P.A.
835 Hanover Street, Suite 301
Manchester, New Hampshire 03104

Telephone: (603) 623-5111
Facsimile: (603) 624-1432

Date: July 28, 2004

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13322

CITIZENS BANK
NEW HAMPSHIRE

BOOKYCLE & ASSOCIATES, P.A.
8835 HANOVER STREET STE. 301 • PH. (603) 623-5111
MANCHESTER, NH 03104

835 HANOVER STREET STE. 301 PH. (603) 623-5111
MANCHESTER, NH 03104

PAY TO THE ORDER OF A FOUR HUNDRED DOLLARS AND NO/100

1

DATE _____

Security measures. De

AMOUNT \$40.00

DATE
6/11/04

**TO THE
ORDER
OF**

Commissioner of Patents
Alexandria, VA 22313-1450

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PATENT AND TRADEMARK OFFICE
13-10-0001
06-15-2004
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Serial No.: 09/203,965
F-Ed: December 2, 1998
Group Art Unit: 2642

Bourque & Associates, P.A.
835 Hanover Street, Suite 301
Manchester, NH 03104
Telephone: (603) 623-5111
Facsimile: (603) 624-1432

Date: June 11, 2004

COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is a Submission Pursuant to 37 CFR § 1.114 (22 pgs.) and RCE (1 pg.) in the above-identified application. The following checked items are applicable:

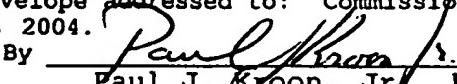
A Petition for Extension of Time for 1 month is hereby made, under 37 C.F.R. § 1.136(a).

Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$86.00 =	0
Total 19	- 20	=	x \$18.00 =	0
[] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
[] Deposit Account Number				0
Small Entity filing, divide by 1/2.				
[] ADDITIONAL CLAIM FEE				0

- No additional claim fee.
 Check No. 13322 in the amount of \$440.00, specifically \$385 for the RCE fee and \$55 for a one month extension of time.
 In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
 The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on June 11, 2004.

By 
Attorney of Record:

Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicant

SUBMIT IN TRIPPLICATE

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23 2004

MONTHLY STATEMENT
OF DEPOSIT ACCOUNT

To replenish your deposit account, detach and return top portion with your check. Make check payable to Director of Patents, & Trademarks.

DANIEL J BOURQUE P A LAW OFFICES
DANIEL J BOURSQUE, ESQUIRE
835 HANOVER ST #303

MANCHESTER NH 03104-5401

Under Secretary of Commerce for Intellectual Property and
Director of the United States Patent and Trademark Office
Washington, DC 20231
www.uspto.gov

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Account No.
023285
Date
6-30-04
Page
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U. S. Patent and Trademark Office
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Chicago, IL 60673

DATE POSTED MO. DAY YR.	CONTROL NO.	DESCRIPTION (Serial, Patent, TM, Order)	DOCKET NO.	FEE CODE	CHARGES/ CREDITS	BALANCE
6 1 04	5	09898707	NET-010XX	2801	385.00	5071.00
6 7 04	1	10210194	NPC-011XX	2801	385.00	4686.00
6 7 04	3	09456166	233/1	1801	770.00	3916.00
6 10 04	918	76372556	DAIGNLT-T001XX	7003	100.00	3816.00
6 17 04	50	10809012	THIELK-030XX	1203	290.00	3526.00
6 22 04	9	PCT/US04/12424	LWEAV-002PCT	1703	12.00	3514.00
6 23 04	37	10809012	THIELK-030XX	1203	-290.00	3804.00
6 23 04	95	09702957	00007-001	2253	210.00	3594.00
6 30 04	1	09203965	DAVOX-159XX	2801	385.00	3209.00
6 30 04	2	09203965	DAVOX-159XX	2251	55.00	3154.00
6 30 04	159	09634350	233/1	8001	6.00	3148.00
6 30 04	208	09827848	233/1	8001	6.00	3142.00

AN AMOUNT SUFFICIENT TO COVER ALL SERVICES REQUESTED MUST ALWAYS BE ON DEPOSIT	OPENING BALANCE	TOTAL CHARGES	TOTAL CREDITS	CLOSING BALANCE
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Approved for use through 07/31/2008. OMB 0851-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Request for Continued Examination (RCE) Transmittal	Application Number	09/203,965
	Filing Date	December 12, 1998
	First Named Inventor	Geno W. Lee
	Art Unit	2642
	Examiner Name	William J. Deane
	Attorney Docket Number	DAVOX-159XX

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. [Submission required under 37 CFR 1.114] Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).

- a. Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.

- Consider the arguments in the Appeal Brief or Rely Brief previously filed on _____
 Other _____

- Enclosed

- i. Amendment/Reply iii. Information Disclosure Statement (IDS)
ii. Affidavit(s) Declaration(s) iv. Other

- 2 Miscellaneous**

Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a

- _____
b. _____
Suspension or revocation of a license or permit may not exceed 3 months. Extension of suspension or revocation may not exceed 1 month. Extension of revocation may not exceed 1 month.
period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(f) required)
Other 1-month extension of time under 37 CFR 5.1.114

- 2

The BCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the BCE is filed.

- Fees** The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed.
The Director is hereby authorized to charge the following fees or credit any overpayments to

- 2

The Director is hereby authorized to charge the following fees, or credit any overpayments, to
Account No. 07-2285.

- a. Depositor Account No. 02-3285.

- I. RCE fee required under 37 CFR 1.17(e)

- II. Extension of time fee (37 CFR 1.135 and 1.17)

- Other Charge any additional fees or credit any overpayment to deposit account 02 - 3285

- Check is the amount of \$ 440.00 enclosed

- Check in the amount of _____

- c. Payment by credit card (Form P10-2041 enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type): Paul J. Kroon Jr. Registration No. (Attorney/Agent) 31,802
Signature

CERTIFICATE OF MAILING OR TRANSMISSION	
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop RCE, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.	
Name (Print/Type)	Paul J. Kroon, Jr.
Signature	
Date	11-12-2004

This collection of information is required by 37 CFR 1.14. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.